

**MCI / BELL SOUTH  
ACTION REGISTRY CALL  
MEETING MINUTES  
Nov. 8, 2001**

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Bridge Information: Vnet: 211-8589 Toll Free: 888-324-5904 Pass Code: 6902  
Time: 3:00 PM EST every Thursday

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Meeting Attendees	Company
Rick Whisamore	MCI
Caren Schaffner	MCI
John Estep	MCI
Sakinah Jihad	MCI
Matt Walker	MCI
Doug Lacy	MCI
Pat Woods	MCI
Pam Shifflet	MCI
Nancy Shimer	MCI
Steve Harris	BST
Kim Walsh	BST
Pamela Reynolds	BST
Shannon Waters	BST
Meradith Little	BST

### 1.) No Dial Tone (6/18)

MCI received BST's ERT on 11/12. After reviewing the ERT MCI sent 6 follow up questions to BST. Joe L. responded by say MCI should look at their own records or go to the LCSC and that the Account Team had provided their answer.

After discussion on this call about Joe's response Shannon agreed to re-examine MCI's outstanding questions.

1. Provide the date on which the D order completed and the date on which the N order completed for each of the 27 lines studied.
2. Provide a description of the "translation problems" on the lines where BST states that the customer lost dial tone as a result of translation problems.
3. Provide a root cause analysis of the translation problems.
4. Provide detailed information on the "service order problem" for 770-832-6429. Provide a root cause for this problem.
5. Define the "facility problems" for the lines that BST states lost dial tone for this reason.
6. How did BST determine that 678-567-1841 lost dial tone as the result of inside wire problems? Did BellSouth visit the customer? Was MCI billed for this visit?

**Next Steps:**

**Pending BST's response to MCI's questions**

### 2.) Manual Handling (DSAP)

CLOSED 8/16

### 3.) Completing orders in the billing system (6/13)

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Meredith spoke to David Scollard again during today's Billing Workshop. She will continue to look for a way to provide MCI with a report containing Hold File Error and Billing Completion information.

**Next Steps-**

**MCI will continue to pursue a resolution through CCP.  
Meredith will continue to work this issue.**

**4.) Missing Notifiers (6/18)**

**Escalated to Sharon Daniels 10/19**

**Escalated to Linda Tate 11/7**

Another call was held today to address the outstanding missing notifiers. Shannon is working on a list of 45 orders.

BST clarified that reflows from the LCSC are not tied to a release. They are not actually reflows but responses to orders. Some reflows may require a release while others may not. All reflows must occur out of hours for timing and coding reasons.

**Next Steps-**

**BST and MCI working the issue daily**

- |      |                              |             |
|------|------------------------------|-------------|
| 5.)  | Missing Notifiers            | CLOSED 8/2  |
| 6.)  | Message Waiting Indicator    | CLOSED 8/16 |
| 7.)  | 638 unworkable orders        | CLOSED 9/27 |
| 8.)  | Aged off pons/ Rejects (6/6) | CLOSED 11/1 |
| 9.)  | CLR TEL NO LCON              | CLOSED 7/26 |
| 10.) | Due Date Calculator          | CLOSED 8/2  |

**11.) Manual Handling/Special Pricing Plan (6/4)**

A call was held on 11/14 to discuss the WSOP and ADL issue. BST was able to provide further explanation on the ADL and Lorraine is preparing a metrics to assure that MCI is clear on the use of that FID. That will be sent with a metrics addressing the MCFI Call Forwarding/Ring Master FID.

MCI pointed BST to the discrepancy in their business rules regarding the WSOP USOC and Kathy took that issue back for further review by BST.

**Next steps-**

**BST to provide further details on the WSOP USOC  
MCI to provide a metrics addressing the ADL FID  
MCI is escalating answers on BST's manual handling issue**

- |      |                    |             |
|------|--------------------|-------------|
| 12.) | Class of Svc LNPRL | CLOSED 7/26 |
|------|--------------------|-------------|

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- 13.) CARE- Incorrect PICs      CLOSED 10/4
- 15.) Inside Wire      CLOSED 10/4
- 16.) PMAP error message      CLOSED 10/17
- 17.) Asterisk in address field of a CSR (8/8)**

No new information provided on this call. ERT still pending since 10/11.

Linda Tate has agreed to investigate this issue.

**Next Steps-**

**Pending ERT.  
Pending further response from Linda.**

**18.) RSAG (8/1)**

The number of clarifications with the CSR rather than the RSAG mentioned has decreased. MCI will watch those numbers and if they continue to improve this issue will be closed.

**Next Steps-**

**Acct. Team working to get reps trained**

**19.) Line Loss Nofications (8/14)**

**Escalated to Sharon Daniels 10/19**

**Escaltaed to Linda Tate 11/7**

Pat stated that MCI investigated the original arrangements between MCI and BST regarding the line loss report being sent via NDM. The issue of "switched in error" was never specifically addressed and MCI had no understanding that line loss reports would not be received for that or any other issue. Has been MCI's understanding since day one that MCI should receive ALL line loss reports via the NDM process.

MCI continues to wait for BST to resolve all issues causing missing line loss reports and provide a process for recovery of missing reports since launch.

This issue of critical importance to MCI.

**Next Steps-**

**Pending ERT. No ETA**

**20.) Florida (8/9)**

Caren continues to wait for an ERT addressing the Quick Service issue.

Pamela stated that she has verified that all USOCs have been updated in Florida.

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Caren sent an additional question regarding the transfers of calls that BST will address.

**Next Steps-**

**Pending ERT for Quick Service  
Some additional questions pending**

21.) Rejects and problems associated with pons that have aged off. CLOSED 10/04

23.) BST Test Environment CLOSED 9/20

24.) Manual handling/ Retail call waiting and voice mail. (9/6)

No action taken on this call.

**Next Steps-**

**MCI is escalating for answers on this issue**

25.) Faxed rejects to LD TN (9/20) Escalate

Pending ERT since 9/27.

**Next Steps:**

**Pending ERT.**

26.) Can Not Restore CLOSED 10/4

27.) Returning incorrectly formatted DUF records.

**Escalated to Sharon Daniels for outcollection POC 10/19**

**Escalated to Linda Tate 11/7**

Issue 1 - 60K records with module problems -issue is closed CLOSED 10/18

Issue 2 - 6000 incorrect intraLata toll records -open (9/20)

No action taken on this issue.

**Out Collection POC**

Regarding MCI's request for a POC to discuss an out collections process Shannon stated that work is being done within the NBR professional service process and that this may be a contract issue

Rick reiterated that MCI's request was for the Account Team to provide MCI with a POC who could discuss the possibility and process of putting in place an out collection process. He stated his concern that from BST's comments it appears BST is evaluating the issue without MCI input.

**Next Steps:**

**Pending ERT for POC to discuss outcollection process. No ETA.**

28.) Migrate by TN CLOSED 11/1

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**29.) Winback process (10/23)**

Pending ERT since 11-1. No ETA.

Questions sent to BST on 10/23. Shannon W. is working this issue.

1. How long after a customer migrates to MCI does BellSouth wait before attempting any win back process?
2. From what point in the migration of a customer to MCI does BellSouth consider the clock started on the waiting period before BellSouth would attempt a win back?
3. If an MCI customer calls BellSouth customer service (assuming for some reason other than to migrate back to BellSouth) before the win back process can begin does BellSouth use the at call as a win back opportunity?
4. Are BellSouth customer service reps specifically trained to direct that customer to MCI and not to use that call as a win back opportunity?

**Next Steps:**

**Pending response from BST**

**30.) Incorrect Company Name in Billing Section of CSR (9/6)**

**Escalated to Sharon Daniels 10/19**

**Escalated to Linda Tate 11/7**

MCI received BST ERT on 11/2. That ERT did not clarify how a BST rep could put in a completely different CLECs name on the CSR. Rick stated that MCI's outstanding question was for an explanation of how that name was inputted, whether it was typed, auto-populated or cut and pasted.

BST stated that they felt this was not a priority issue and therefore further explanation was not warranted.

MCI stated that because this problem is occurring with MCI customers, MCI maintained the right to determine the severity of the issue.

Contrary to MCI's request BST said from their perspective this issue is closed.

**Next Steps:**

**This issue will remain open.**

**MCI continues to request an answer to the outstanding question**

31.) Account Team Information Package requested on 10/15 (10/31) CLOSED 11/8

32.) Invalid Reject BCS (10/31) CLOSED 11/15

**33. Features not on orders in CSOTS**

The below email was sent to Joe L. on 11/12. BST did not recall the email.

Please provide a root cause analysis on the PONs listed and explain why the features were not placed on the order in CSOTS. The LCSC was contacted on 11/8/01, and they updated the features in CSOTS and on the CSR. Unfortunately, they provided no information on why the incident occurred.

Please contact me if you have questions.

404-792-2945 /S004594074BSGAPR /NOD3CMJ3

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missing "ESC" (3-way calling) in CSOTS & CSR  
feature was added via order # CO87DGZ6 on 11/8/01, CSOTS  
and CSR are both updated.

678-344-0818 / S004615653BSGAPR /NO25PLM1  
missing "CREX4" (900/976 blocking) in CSOTS & CSR  
feature was added via order # CO6CWF42 on 11/8/01, CSOTS  
and CSR are both updated.

**Next Steps:**

**MCI resent the email to BST  
Pending BST response**